



Make a difference
MAINE
State Government

Career Opportunity Bulletin

SENIOR INFORMATION SYSTEMS **SUPPORT SPECIALIST**

(DOT)

CODE: 092988 PAY GRADE: 26 (\$42,889.60 - 59,155.20/yr.)*

Value of State-paid Health and Dental Insurance: \$265.82 biweekly

Value of State's share of Employee's Retirement: 16.07% of pay

*Salary includes a 15% Recruitment & Retention Salary Adjustment and a 5% Annual Training Bonus.

OPENING DATE: *July 21, 2003*

CLOSING DATE: *August 22, 2003*

GENERAL INFORMATION:

- ... The Maine Department of Transportation (MDOT) has a current vacancy in Augusta/Winthrop, Maine.
- ... Qualified applicants will be placed on a special Employment Register which will be used to fill this vacancy. ***You must submit a completed application for this position even if you are currently on any other register.***
- ... You ***must*** submit written responses to each of the areas listed in the **Application Information** section of this bulletin in order to be scored properly.
- ... You need only submit ***one*** stamped, self-addressed envelope with your application for notification of your application evaluation results.

JOB DESCRIPTION:

This is advanced technical services work in administering a vary large and complex local area network (LAN) and/or mini-computer system. This position shares responsibility for the support, maintenance, configuration, and troubleshooting of the MDOT Windows 2000 network and servers. Other responsibilities include being the lead person configuring and supporting the MDOT Exchange E-mail environment; researching and evaluating software packages for use at MDOT; and training other Information Services staff on software use.

MINIMUM REQUIREMENTS:

In order to qualify, you must have a Bachelors Degree in Data Processing, Computer Science, or related field - AND- two (2) years experience in performing systems administration and support functions for a complex LAN/mini-computer environment -OR- an equivalent six year combination of directly related education, training, and/or experience.

TYPICAL DUTIES in this job classification include:

- ... Acts as systems administrator for a very large and complex LAN/mini-computer system in a department or large bureau which includes multi-user operating, network, and application systems.
- ... Participates in development of short term and strategic plans for related information systems in cooperation with agency management, internal and external data processing personnel, vendor representatives, consultants, and user/client community.
- ... Researches, designs, installs, and configures multi-layered LAN/mini-computer systems composed of multi-user operating, communications, and applications systems which generally support organizational units in different locations.

- ... Develops and recommends to senior management policies and procedures concerning system security and user operations.
- ... Oversees development and implementation of training programs for subordinate technical personnel and user-training on an agency-wide basis.
- ... Designs, develops, and implements complex multi-user applications.
- ... Assigns, directs, oversees, and evaluates the work of subordinate technical and support personnel.
- ... Advises internal and external system support personnel in the diagnosis and correction of system problems, upgrades, or expansions.

APPLICATION INFORMATION:

You must complete a State of Maine application form available at the Bureau of Human Resources in Augusta, all Maine CareerCenter Offices, and on our Web Page (www.maine.gov) then click on **Working**, then on **Job Opportunities**, and then **State Government Jobs**). The completed application form must be submitted by the closing date to:

**BUREAU OF HUMAN RESOURCES
4 STATE HOUSE STATION
AUGUSTA, MAINE 04333-0004**

TELEPHONE: (207) 624-7761 TTY: (207) 287-4537

(Located at the Burton M. Cross Building, 4th Floor)

In addition to the standard application form, you **must** address **each** of the following items in order to be scored properly (please use separate sheets of paper):

1. Describe your experience in researching, designing, installing, configuring, administering, supporting, and troubleshooting the following systems:
 - a) A large Windows 2000 environment
 - b) Exchange 5.5 or 2000 environment
 - c) SMS environment
 - d) Citrix XP environment
 - e) AS/400 system
2. Describe your experience in installing and supporting the following software packages:
 - a) ARCserve version 9 backup software
 - b) Hummingbird DOCSFusion and BIQ software
 - c) Secure ID dialup software
 - d) Gateway ticketing software (please remove this item).
3. Describe your experience in working with the following:
 - a) Connecting to servers with SQL and Oracle databases
 - b) Print servers
 - c) WEB servers
 - d) DHCP services
 - e) Network routers, switches, and hubs
4. Describe your experience in researching and making recommendations to management on policies and software use.
5. Describe your experience in developing training procedures for Desktop, other IS staff, and end users on new or updated software packages.
6. Describe your experience working with Compaq servers as well as with Compaq desktop PC's.

The Bureau of Human Resources reserves the right to use any other selection devices necessary in order to identify those candidates who are most qualified. Maine State Government is an Equal Opportunity/Affirmative Action Employer